

County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide

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Background:

Identity and Residency must be verified as part of the application process for CalFresh.

Policy:

63-152.1 Identity:

An applicant or head of household's identity must be verified as part of the application process for CalFresh. When an Authorized Representative (A/R) applies on behalf of a household, the identity of the A/R and head of household must be verified.

63-152.2 Identity Verification:

Refer to 63-117.3.D on how to verify identity and a list of acceptable evidence the customer may provide to verify identity.

Collateral Contact

If the customer does not have any ID, they may verify their identity through a collateral contact. A collateral contact is a verbal confirmation of a customer's identity by a person outside of the household. The collateral contact may be made in person or over the phone. The collateral contact can be made by anyone that can provide an accurate third-party verification of the customer's identity.

Acceptable collateral contacts include but are not limited to:

- Employers
- Landlords
- Social Service Agencies
- Migrant Service Agencies
- Neighbors or Friends of the customer

Reduced DMV Fee ID card

The Department of Motor Vehicles (DMV) offers reduced fee California ID cards to customers who meet the eligibility requirements for these public assistance programs:

- CalFresh (including CFAP)
- CalWORKs
- Cash Assistance Program for Immigrants (CAPI)
- General Relief (GR)

The DMV has information on its website about the reduced fee.

See Processing Guide # 152-01 for instructions on how to complete the reduced fee forms.

If the customer has a pending or active Medi-Cal case, and their identity has been verified through the MEDS systems via Social Security Administration (SSA), then verification of identity has been met for CalFresh purposes. (ACIN 1-45-11).

63-152.3 Residency Requirements:

All household members must be living in San Diego County to meet the resident requirement for CalFresh.

- There are no durational residency requirements or "intent to reside permanently" in the State or County.

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- There are no requirements for the customer to reside in a permanent residence or to have a fixed mailing address.
- Persons in San Diego County solely on vacation are not considered to be residents of San Diego County for CalFresh purposes
- An individual may not participate as a member of more than one CalFresh household, or in more than one county or State, in any month. The exception would be residents of shelters for battered women and children who were receiving CalFresh benefits in the abusers residence.

Out of County/Out of State EBT Usage:

When processing a SAR7 or recertification, evaluate for out of state or out of county EBT usage. When reviewing EBT usage in CalWIN, if a customer has been using their EBT for 3 consecutive months or more, their residency must be clarified.

Attempt to contact the customer by phone to clarify if they are still a resident of San Diego County. If unable to contact the customer by phone, send the CF 387 Request for Information (RFI) to the last known address in CalWIN. This form is required to clarify the customer's eligibility and to verify if the customer is still a resident of San Diego County. Refer to Processing Guide #152-01 for detailed instructions.

There may be circumstances in which homeless customers move and access their benefits in other counties or states. Out-of-county or out-of-state usage alone is not a reason to discontinue a customer for loss of residence.

See Processing Guide # 152-01 for instructions

See Definitions and Examples for clarifications on the following residency situations:

- ICT
- Temporary Absences
- Out of State Absences
- Homeless Households
- Persons applying in California who live in another State

63-152.4 Residency Verifications:

Refer to 63-117.3.F for verification of residency.

63-152.5 Homeless Households:

An individual is homeless if they:

- Have no fixed, regular place to sleep at night
- Lives in a shelter designed to provide temporary accommodations;
- Lives in a halfway house or similar institution that provides temporary residence for individuals
- Is living for less than 90 days in someone else's home
 - The 90 day period begins on the date the individual is temporarily living in the home of another and is a CalFresh recipient.
 - A new 90 day period begins if the customer moves into a different temporary residence. There is no limit on the number of times an individual can be identified as homeless. The 90 day period will begin each time the individual moves to a new temporary residence.

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- Lives somewhere that people do not normally live, such as a subway, doorway, bus station, car, park, or streets.

When a customer reports that they are homeless, they will now be a Change Reporting household.

Homeless Households and the use of an Alternate Address

Homeless customers are not required to have a fixed address to pick up their mail. Homeless households can choose to:

- Pick up their Notices, EBT card and other correspondence at a Family Resource Center's PO Box; or
- Use their own PO Box; or
- Have an alternate address such as a church, shelter or a friend's address. It is not required to evaluate or confirm the mailing address that is provided by the customer. The customer's request to use an alternate address on the application is adequate. Collateral contact may be done if there is a questionable situation.

Note: If the customer uses the Family Resource Center PO Box address, follow the Eligibility Policy and Procedure Guide (EPPG) "Treatment of Homeless Mail Policy".

At certification, provide customers with 16-45 HHSA "Important Information for Homeless Persons". This form advises customers of their responsibility to pick up mail at the FRC if they are using the FRC Homeless PO Box.

Assisting Homeless Households:

The homeless are especially vulnerable to hunger and malnutrition. It is especially important that a special effort is made to assist this population so they may receive the nutritional assistance offered by CalFresh.

- Ensure that homeless customers receive timely, accurate and fair services by providing Expedited Services screening, same day EBT card and benefit issuance, if eligible.
- Provide customers with the option of using an alternate address (CFPG Letter 544)
- Assist in obtaining required documentation/verification
- Offer the reduced DMV ID, if eligible

63-152.6 Post Office Boxes & Commercial Mail Box Agencies:

Circumstances may cause a customer to request a different mailing address than their physical address. Common reasons for this request include, but are not limited to:

- Mail theft
- Domestic Violence
- No mail delivery in their area

Ensure that both addresses are documented in the case and that the customer's physical address is in San Diego County. Document in case comments the reason for the request to use a P.O. Box or different mailing address. It is no longer required to complete form 09-81 HHSA when a customer is requesting to use a P. O. Box address or different mailing address than their physical address. It is no longer required for the Family Resource Center (FRC) manager to approve the use of a P.O. Box

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address or different mailing address. HSS's can approve the use of a P.O. Box or different mailing address if requested by a customer.

63-152.7 Safe at Home Program:

The Safe at Home Program helps domestic violence victims remain safe after they have left an abusive situation. Each certified participant of this program is assigned a Post Office (P.O.) Box address to use in place of a home, work or school address. This P.O. Box address becomes confidential when the customer enrolls in the Safe at Home Program.

If a customer is interested in enrolling in the Safe at Home Program, they must contact one of the local agencies. For an updated list of these agencies, see Safe at Home website.

See Processing Guide # 152-01

63-152.8 Whereabouts Unknown:

A discontinuance based on "whereabouts unknown" is not permitted in the CalFresh Program. When mail is returned as "undeliverable" or "addressee unknown," a loss of residence cannot be assumed. The determination of loss of residency must be based on reliable information.

The following examples can be considered reliable indications of loss of residency:

- A pattern of returned mail continues, and attempts to reach the customer are unsuccessful
- Appointments for recertification are sent and returned
- Contact from another county indicating that the customer has applied for aid in that county

Reasons for case discontinuance due to loss of residency must be documented in case comments.

When mail is returned as "undeliverable" or "addressee unknown" the County must attempt to contact the customer by sending the CF 387 Request for Information (RFI) to the last known address. Refer to Processing Guide # 152-01.

Note: Transitional CalFresh (TCF) customers are not required to report changes in their circumstances, including address changes during the transitional period. Never terminate TCF benefits solely because the address is not known. (63-321.1) Terminate TCF when it becomes known that the customer has been approved for either CalWORKs and/or CalFresh in another county or out of state. (63-321.2)

63-153.9 Overissuances:

An overissuance cannot be established just because a customer is using its CalFresh benefits in another county or state or is located temporarily in another county or state.

Procedure:

CalFresh Processing Guide #152-01
Definitions and Examples

Other Program Impacts:

None

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References:

Reduced DMV Fee ID website: https://www.dmv.ca.gov/portal/dmv/detail/dl/fees/idcard_fees

Treatment of Homeless Mail Policy: Eligibility Policy Procedure Guide (EPPG)

16-45 HHSA "Important Information for Homeless Persons" is available in the Eligibility Form Repository

Safe at Home website: <http://www.sos.ca.gov/registries/safe-home/>

CalFresh Processing Guide # 152-01: S:\ENTERPRISE\Food Stamp State Forms\SPOS Folder\Guides Charts & Tables\Processing Guides

Definition and Examples: S:\ENTERPRISE\Food Stamp State Forms\SPOS Folder\Guides Charts & Tables

Sunset Date:

This policy will be reviewed for continuance on or by 03/09/2019

Release Date:

03/09/2016